

## CHAPTER 5 CONDUCT CABIN EN ROUTE INSPECTION

### Section 1 Background

#### 1. PTRS ACTIVITY CODES

A. *Maintenance*: 3630

B. *Avionics*: 5630

C. *Cabin Safety*: Pending

**3. OBJECTIVE.** This chapter provides guidance for conducting a cabin en route inspection to ensure that an operator's cabin safety procedures adhere to the Federal Aviation Regulations and safe operating practices.

**5. GENERAL.** Cabin en route inspections provide the FAA with information concerning flight attendant training programs, operator procedures, and the condition and maintenance of aircraft emergency equipment and furnishings.

#### A. *Inspector/Specialist Qualifications*

(1) Since Aviation Safety Inspectors and Cabin Safety Specialists (inspector/specialists), do not receive system training on all aircraft, it is important that the inspector/specialist become familiar with the operator's procedures and equipment before performing the inspection.

(2) The FAA does not encourage two inspector/specialists to perform a cabin en route on the same flight. Therefore each inspector/specialist must be familiar with the cabin en route inspection procedures before performing this task and must be authorized through their principal inspector(s) or unit supervisor.

(3) Inspector/specialists possess various degrees and types of expertise and experience. When additional information or guidance is needed, the inspector/specialist should coordinate with personnel experienced in that particular specialty.

#### B. *Inspector/Specialist Conduct*

(1) In performing this job task, the actions of the inspector/specialist are subject to the close scrutiny of airline employees and the general flying public. The inspector/specialist must be alert for leading questions from crewmembers and passengers regarding destinations, technical information, and other operators.

(2) Inspector/specialists involved in cabin en route inspections will not enter the cockpit during the flight, unless requested by the captain or other crewmember, or unless emergency circumstances indicate it would be the proper course of action.

**NOTE: Inspector/specialists must comply with all regulatory requirements.**

**7. CABIN EN ROUTE INSPECTION AREAS.** Three general areas have been identified for inspectors/specialists to observe and evaluate during cabin en route inspections. Each area should be considered to be of equal importance. The three inspection areas are as follows:

A. *Cabin (Interior).* The "interior" inspection area applies to the general airworthiness of the aircraft cabin, and the condition and availability of aircraft cabin emergency equipment and furnishings. Order 8300.10, Airworthiness Inspector's Handbook, Vol. 3, Ch. 1, Introduction to Aircraft and Equipment, Figure 1-3, Interior Inspection Cross Reference Chart, contains a table listing these items and when they should be inspected. Although these items are not all-inclusive, they represent the types of aircraft items that should be evaluated during the inspection.

B. *Crewmember.* The "crewmember" inspection area applies to flight attendants who perform their assigned duties during the flight. Inspector/specialists should evaluate such items as crewmember knowledge, ability, and proficiency by directly observing flight attendants performing their assigned duties and functions.

**NOTE: Flight attendants that are receiving operating experience, “trainees”, should not be evaluated on the same basis as the fully qualified crewmembers.**

*C. Flight Conduct.* The “flight conduct” inspection area relates to the specific phases of the flight which can be observed during the cabin en route inspection. This includes a wide range of items that can be observed and evaluated by inspectors, such as flight crewmember performance of duties, interface with ground crews, and monitoring carry-on baggage. These types of areas can often be observed before beginning a flight, at en route stops, or at the termination of a flight.

## 9. INITIATION AND PLANNING

*A. Initiation.* This task is normally scheduled as part of the National Work Program. Additional inspections can be initiated by national, regional, or district office special requirements.

### *B. Planning*

(1) Inspector/specialists conducting cabin en route inspections should make arrangements for the inspection as far in advance of the flight as possible. Inspectors and cabin safety specialists who have not provided the operator with the appropriate advance notice should not insist on a seat if the flight is full. When notification has been provided, however, operators should not attempt to displace the inspector/specialist in favor of a passenger. However, bumping a revenue passenger should only be done when there is not an acceptable, alternative means of accomplishing the inspection. Inspectors and safety specialists are expected to exercise sound judgment in these matters.

**NOTE: Inspector/specialists will not occupy the flight attendant jumpseats. Only qualified crewmembers, as determined by the operator, are authorized to occupy this seat.**

**NOTE: Inspector/specialists conducting a cabin en route inspection on FAR Part 121 operators must never displace a revenue passenger.**

(2) When it is necessary to board a flight at an intermediate stop, the inspector/specialist will make every effort to advise the pilot-in-command, prior to boarding the flight, that a cabin en route inspection will be conducted.

(3) The inspector/specialist must conform to the operator’s approved carry-on baggage program. If there is any concern that the inspector/specialist’s baggage will exceed operator limitations, the baggage should be checked. The inspector/specialist’s identification, FAA Forms 110A, Aviation Safety Inspector credentials and 8430-13, Request for Access To Aircraft, is adequate documentation for the operator to check the baggage.

**11. FAA FORM 8430-13, REQUEST FOR ACCESS TO AIRCRAFT.** The inspector/specialist to whom FAA Form 8430-13 is issued is personally responsible for its proper use and safekeeping, to include the following:

- Recording every request issued, canceled, or otherwise voided on the inside cover
- Returning it to the issuing office if the inspector/specialist transfers, retires, or has no further use for this book
- Returning the cover containing the Record of Requests Issued and the yellow copies to the issuing office when all requests have been used
- Immediately reporting to the issuing office the full set of circumstances concerning any loss of requests

**13. PERFORMING THE CABIN EN ROUTE INSPECTION.** The attention of the flight attendants must not be diverted from assigned duties including passenger enplaning, deplaning, and in-flight service. Surveillance of flight attendants’ awareness and following of safety related procedures should continue during the flight. However, when possible, equipment inspection and discussions with the crew should be conducted before or after the flight, preferably while no passengers are on board.

### A. Interior Inspection

(1) This inspection should be performed without disturbing the loading and/or unloading of the passengers. Any discrepancies noted should be brought immediately to the attention of the lead flight attendant.

(2) Crewmembers should initially be briefed to continue their assigned duties as if the inspector/specialist was not present. The inspector/specialist should then request that a crewmember provide a flight attendant manual and be available for a discussion relating to the crewmember's duties, at the crewmember's earliest convenience.

(3) Some operators require flight attendants to accomplish a preflight inspection of at least some of the emergency and safety equipment in the cabin. In such a case, the inspector/specialist should observe the flight attendant inspect the equipment and then perform an additional inspection of selected equipment.

**NOTE: An inspector/specialist can determine whether the operator requires a flight attendant to conduct preflight by examining the flight attendant manual.**

(4) When a flight attendant preflight equipment inspection is not required by the operator or has already been performed, the inspector/specialist should inspect the equipment. If there is not enough time to inspect the emergency equipment before the flight, the inspector/specialist may choose to inspect it after the flight.

(5) Inspectors/specialists should avoid impeding the flow of passenger traffic or in any way interfering with crewmembers conducting their respective duties. Since passengers are naturally curious about an inspector/specialist's activities, it is recommended that reasonable passenger inquiries be answered in a brief, factual and courteous manner.

B. *In-Flight Monitoring.* This phase of the inspection includes the activities associated with boarding, pre-departure, in-flight, and landing.

(1) During this part of the inspection, the inspector/specialist will have the opportunity to:

- Evaluating the effectiveness of flight attendant training programs
- Evaluate operator procedures
- Determine adherence to company policy, FAA regulations, and safe operating practices

(2) Passenger safety must be closely monitored during this phase.

(3) The inspector/specialist will have the opportunity to ensure that the flight attendants perform all safety-related duties and normal and emergency tasks per the guidance in the operator's accepted manual.

C. *Required Flight Attendants.* When regulations require flight attendants for the operation of a flight, the number required is based on the number of passenger seats and is listed in the operations specifications.

(1) There must always be a full complement of flight attendants at originating and terminating points when passengers are on-board. FAR Part 121 operations only, at intermediate stops, may reduce the number of required flight attendants by dividing the number of flight attendants by 2 and rounding down. Regulations permit an operator to substitute personnel, qualified in emergency evacuation procedures for that specific aircraft, at intermediate stops. Substitute personnel must be easily identified.

(2) Additional, "non-required", flight attendants may be used by the operator. These additional personnel do not have to be seated during taxi if performing safety related duties.

## 15. DEFERRED MAINTENANCE

A. *Minimum Equipment List (MEL), Deferred Maintenance.* The operator's approved Minimum Equipment List allows the operator to continue a flight or series of flights with certain inoperative equipment. The continued operation must

meet the requirements of the MEL deferral classification and the requirements for the equipment loss.

### B. *Other Deferred Maintenance*

(1) Operators frequently use a system to monitor items that have previously been inspected and found to be within serviceable limits. These items are still airworthy yet warrant repair at a later time or when items no longer

meet serviceable limits. This method of deferral may require repetitive inspections to ensure the continuing airworthiness of the items. Examples of items that are commonly deferred in this manner are overhead storage bins, seatbelts, and interim airworthy repairs.

(2) Passenger convenience item (not safety/airworthiness related) deferrals should be handled per the guidelines of the operator's program.

## Section 2 Procedures

### 1. PREREQUISITES AND COORDINATION REQUIREMENTS

#### A. *Prerequisites*

- Knowledge of the regulatory requirements of FAR Parts 121, 125, and/or 135
- Successful completion of Airworthiness Inspector's Indoctrination Course for General Aviation and Air Carrier Inspections, or previous equivalent, or En Route course

**NOTE: The En Route Course is a mandatory Flight Standards course. Inspectors who were previously authorized to conduct en route inspections may continue to do so, but must attend the En Route Course at the earliest possible opportunity.**

B. *Coordination.* This task requires coordination with the principal inspectors assigned to the operator and may involve the regional office, the Certificate Holding District Office (CHDO), and FAA Security.

### 3. REFERENCES, FORMS, AND JOB AIDS

#### A. *References*

- Advisory Circular 121-24, Passenger Safety Information and Briefing Cards, as amended

- Applicable FAA guidance material

- Operator's manual

#### B. *Forms*

- FAA Form 110A, Aviation Safety Inspector credential
- FAA Form 8430-13, Request for Access To Aircraft

#### C. *Job Aids*

- Vol. 3, Ch. 1, Introduction to Aircraft and Equipment, Interior Inspection Reference Chart

### 5. PROCEDURES

A. *Initiate the Cabin En Route Inspection According to the District Office Work Program*

#### B. *Prepare for the Inspection*

(1) Contact the operator to reserve the cockpit jumpseat.

(2) Complete FAA Form 8430-13, Request for Access to Aircraft, in duplicate. The white copy is presented to the operator and the yellow copy is kept for FAA records.

C. *Coordinate With the Operator, at Least One Hour Prior to the Flight*

(1) Identify yourself to the operator representative and state that you are performing a cabin en route inspection on a specific flight.

(2) Present FAA credentials, FAA Form 110A and a completed FAA Form 8430-13 to the operator representative.

(3) Obtain applicable operator boarding authorization per the airline procedures.

(4) Request access to the aircraft as soon as practical, (e.g., after passengers have deplaned) to meet the flight and cabin crews, and perform the interior pre-departure inspection, as time permits.

(5) If aircraft access is denied:

- Apprise the operator representative of the regulation authorizing inspector/specialist access to aircraft
- Request to see the appropriate supervisor if the representative still refuses access
- Make it very clear to the operator that the denial of access is contrary to regulations and that enforcement action may be initiated
- Upon return to the office, report the occurrence to the immediate supervisor if access was not granted

D. *Coordinate With the Crew.* Before boarding the aircraft or performing any inspection:

- Identify yourself to the Captain and lead flight attendant as an FAA inspector/specialist
- State the purpose of the inspection

E. *Perform the Interior Inspection.* The inspector/specialist should inspect the following, as applicable:

(1) Cabin placarding, markings, and signs (e.g., exits, no-smoking signs, emergency equipment), to ensure marking legibility and the correct location

(2) Fire extinguishers for the following:

- To verify the quantity and location
- To ensure that they are properly serviced, tagged, and stowed

(3) Portable oxygen bottles for the following:

- To verify the quantity and location
- To ensure that they are properly serviced, tagged, and stowed
- To determine the condition of the mask, tubing, and connectors

**NOTE: The mask/hose is not required to be connected to first aid oxygen bottles.**

(4) Protective Breathing Equipment for correct location, proper number of units, and proper stowage

(5) First Aid Kits and Emergency Medical Kits for correct number, location, and stowage

**NOTE: Federal Aviation Regulations do not require that first aid kits or emergency medical kits be sealed.**

(6) Megaphones for correct number, location, general condition, and proper stowage

(7) Passenger Briefing Cards to ensure the following:

- (a) That they are available for each passenger
- (b) That they are appropriate to the aircraft
- (c) That they contain the required information, to include the following:

- Emergency exit location and operation

- Slide use and location
- Oxygen use
- Seatbelt use
- floatation device use and location
- Appropriate pictorials for extended over-water operations including ditching exits, life preservers, and liferaft or slideraft in-flight location

(8) Passenger seats, to ensure the following:

- That a reclined seat does not block emergency exits
- That the seat cushions are intact
- That the tray table latching mechanisms are operable
- That the self-contained and removable ashtrays are in serviceable condition and are available
- That seatbelts are operational and not frayed or twisted

(9) Passenger Oxygen Service Units to ensure that they are closed and latched, without any extended red service indicators or pins

(10) Flight Attendant Station, to ensure the following:

- That the seat retraction/restraint system is operational and is properly secured
- That the seatbelts are operational and not frayed or twisted
- That the seat cushions are intact

- That the seat headrest is in the correct position
- That the PA system and interphone are operable
- That aircraft-installed flashlight holders are installed

**NOTE: Flashlights are not required to be in the holders, however, when they are, they must be charged and operable.**

(11) Galleys, to ensure the following:

- That the latching mechanisms (primary and secondary) are serviceable
- That the tie-downs are serviceable
- That the restraints are in an operable condition
- That the cover and lining of trash receptacles fit properly
- That the hot liquid restraint systems is operable
- That the circuit breakers and water shut-off valves are accessible and properly identified
- That the non-skid floor is serviceable
- That the girt bar is clean and serviceable
- That the stationary cart tie-downs (mushrooms), are clean
- That the galley carts are in serviceable condition and properly stowed
- That the lower lobe galley, if applicable, emergency cabin floor exits are passable and not covered by carpeting

(12) Galley Personnel Lift (if applicable) to ensure that it does not move up or down with the doors open and that the activation switches operate properly

(13) Lavatories to ensure the following:

- That the smoke alarm, placards, and ashtrays are present and operational
- That the trash receptacle cover and lining fit properly
- That the automatic fire extinguisher system is serviceable

(14) Stowage Compartments to ensure the following:

- That the weight restriction placards are mounted
- That the restraints and secondary latching mechanisms are operable
- That the compartments comply with stowage requirements for accessibility to emergency equipment

(15) Crew baggage to ensure that it is properly stowed

(16) Emergency Lighting System to ensure that all emergency lighting, including the floor proximity escape path system, is in serviceable condition, e.g., no cracked/missing covers

(17) Exits to ensure the general condition of the following:

- Door seals
- Girt bar and brackets
- Handle mechanisms
- Signs and placards

- Slide or slideraft connections and pressure indications

- Lights

#### F. Pre-Departure

(1) Ensure any discrepancies noted during pre-departure are addressed per the operator's manual.

(2) Ensure that the required number of flight attendants are aboard.

(3) Observe the flight attendants/ground personnel coordinating and supervising the boarding of passengers and properly stowing carry-on baggage.

**NOTE: Ensure that the passenger-loading door is not closed until a required crewmember verifies that each piece of carry-on luggage is properly stowed. Proper stowage includes ensuring that the overhead bins are closed. Items that cannot be stowed must be processed as checked baggage.**

(4) Ensure that items such as carry-on baggage and galley supplies do not cover or in any way interfere with aircraft emergency equipment in the overhead compartments.

(5) Ensure that a required crewmember verifies that passengers seated at the emergency exit row seats meet the regulatory requirements.

**NOTE: At some time prior to take-off, the flight attendant must brief the passengers seated in the emergency exit row seats on the selection criteria and their willingness and ability to perform the functions, according to the operator's approved program.**

(6) Ensure that all passengers are seated prior to any ground movements.

(7) Ensure that the flight attendants have sufficient time to take their assigned positions and to secure their restraint systems after giving the passenger briefing.

(8) Ensure that the flight attendant pre-departure briefing is audible to all passengers and covers the following subjects:

(a) Smoking: When, where, and under what conditions smoking is prohibited, including a statement that federal law prohibits tampering with, disabling, or destroying any smoke detector in an airplane lavatory

(b) Exit Locations: The preferred method is to physically point out exits

(c) Seatbelt Use: Instructions on how to fasten, unfasten, and adjust seatbelts

(d) Flotation Devices: Instructions on the location and use of required individual flotation devices

(e) Oxygen Use: Instructions on the location of and a demonstration on the use of the oxygen mask. For FAR Part 125/135 operations, this briefing item must only be conducted when the flight will exceed 12,000 MSL. When this occurs, the briefing must be given prior to takeoff. For FAR Part 121 operations the briefing must be given prior to exceeding 25,000 MSL.

(f) Extended Overwater Operations: Instructions on the location, donning, and use of life preservers, liferafts (or sliderafts) and other means of flotation

(g) Special Passenger Briefings (when applicable): For persons who are handicapped or warrant some other special kind of attention, and for the individuals assisting them

**NOTE: FAR Part 125/135 operators must include in their general briefing the location of survival equipment, when applicable, and the location and use of fire extinguishers.**

#### G. Movement on the Surface

(1) Ensure that during the taxi that all flight attendants remain seated unless performing safety related functions. Safety related activities can include the following:

- Passenger preparedness
- Baggage/cargo/galley stowage

- Exit readiness

(2) Ensure that the following items or activities are accomplished prior to take-off:

(a) Each exit is closed and locked with the girt bars properly attached (if applicable)

(b) All stowage compartments are properly secured and latched

(c) The galley is prepared as follows:

- Loose items are secured
- All serving carts are properly restrained

(d) The cockpit door is closed or open in accordance with the operator's manual

(e) Passenger seatbelts and shoulder harnesses, if installed, are secured

(f) Any other equipment is properly stowed and secured

(3) Ensure that crewmembers observe the sterile cockpit rules.

#### H. In-Flight Operations

(1) Monitor the crewmembers' performance during in-flight operations, to ensure the following:

(a) During the takeoff:

- That each flight attendant is seated with restraint systems properly fastened
- That any unoccupied flight attendant seat is properly secured for takeoff

(b) After takeoff, before or immediately after the seatbelt illumination is shut off, ensure that an announcement is made that passengers should keep their seatbelts fastened, even when the seatbelt sign is turned off.



(c) If the flight is to be a smoking flight, when the no-smoking sign is turned off, ensure that an announcement is made that smoking is only permitted in specific rows and prohibited in the aisles and lavatories.

(2) Ensure that the following are accomplished, as applicable:

(a) Passenger compliance with seatbelt and no-smoking signs

(b) Effective crew coordination for flightcrew and cabin crewmember communications - routine and/or emergency

(c) Turbulent air procedures are followed, including the proper restraint of serving carts, galley equipment, and compliance with instructions from the cockpit

- Crewmember handling of the passengers, to include:
- Not serving alcoholic beverages to intoxicated passengers
- Abusive or disruptive passengers
- Handicapped or ill passengers
- Passengers requiring special attention

(3) Ensure that crewmembers, during the approach and landing phases of flight, prepare the cabin for arrival by performing at least the following actions:

(a) Ensuring that carry-on baggage is stowed and all seat backs and tray tables are upright and stowed respectively

(b) Removing all food, beverages, and galley service items from each passenger seat location

(c) Ensuring that all stowage compartments are latched and secured

(d) That the galley is prepared as follows:

- Loose items are secured
- All serving carts are properly restrained

(e) Ensuring that the cockpit door is closed or open, in accordance with the operator's manual

(f) Verifying that passenger seatbelts and shoulder harnesses, if installed, are secured

(g) Properly stowing and securing any other equipment

(4) Ensure that crewmembers observe sterile cockpit rules.

(5) Ensure that crewmembers are seated, before landing, at assigned duty positions, with appropriate restraint systems fastened.

#### *I. Flight Arrival*

(1) Ensure that after landing, the flight attendants prepare the aircraft for arrival by performing the following duties:

- Before the captain has turned off the seatbelt sign, ensuring that passengers remain in their seats with seatbelts fastened
- Upon arrival at the gate and after the seatbelt sign has been turned off, preparing the exits for deplaning

(2) Ensure the appropriate complement of flight attendants remain on-board the aircraft at en route stops (when passengers remain on-board the aircraft to proceed to another destination)

(3) Debrief the captain and lead flight attendant of any procedural problems or discrepancies/malfunctions noted during the flight.

**7. TASK OUTCOMES**

A. *File PTRS Transmittal Form*

B. Completion of this task can result in the following:

- Satisfactory inspection

- Requirement for a follow-up inspection for a particular discrepancy

C. *Document Task.* File all supporting paperwork in the operator's office file.

**9. FUTURE ACTIVITIES.** Schedule follow-up inspection, as applicable.